

CHOOSE YOUR COMMUNITYCARE DOCTOR NOW!

Welcome to CommunityCARE!

Now that you are enrolled in Medicaid, your medical care will be provided through the CommunityCARE program. CommunityCARE is a Medicaid program which links you and your family to a CommunityCARE doctor, also known as a primary care provider (PCP). You may choose a doctor in the parish you live in or the parish next to you.

Your CommunityCARE PCP will be your "medical home" for most of your medical needs. This will allow one provider or clinic to know your medical history and take better care of your health needs. If you have a question about how the CommunityCARE program works, you should call the number below.

Please take time to read the enclosed information and keep it for your records.

What does this mean to me?

For routine care and most illnesses and injuries, you must see your CommunityCARE PCP before going to any other doctor. If your CommunityCARE PCP decides that you need specialty care, he will send you to a specialist or the hospital.

Because CommunityCARE is a Medicaid program, the same services are covered, and you use the same card. But your Medicaid card will only pay for specialty, hospital or other care that is approved by your CommunityCARE PCP.

You should go to the emergency room or call 911 **ONLY IF:**

- ✓ You or your child have very serious symptoms and severe pain
- ✓ You feel that you or your child's body functions or life are in danger if you don't get help right away
- ✓ You are pregnant and feel that you or your unborn baby's health or life is in danger if you don't get treatment immediately

If you go to the emergency room for treatment of a condition that does not meet the above reasons, Medicaid may not pay for the treatment and you may get a bill from the hospital.

What do I need to do?

NOW is the time to call the number below and choose your CommunityCARE PCP.

If you do not call and choose a PCP by June 24, 2009, one will be chosen for you.

**CommunityCARE Hotline
1-800-259-4444**

**1-877-544-9544 for the Hearing Impaired
Monday - Friday, 8:00 a.m. - 5:00 p.m**

If you do not see your doctor's name on the attached list, the service representative at the hotline will be able to tell you if that doctor is participating in CommunityCARE. Should you require a provider that speaks a language other than English, please visit our website: www.la-communitycare.com and click on the link "Click here for a list of participating CommunityCARE providers".

What happens next?

We will send you a letter with your CommunityCARE PCP's name, address and phone number. The letter will also give you the date that you must start using your CommunityCARE PCP. Along with the letter, we will also send a reminder card for you to write your CommunityCARE PCP's name and telephone number on. You should keep this reminder card with your Medicaid card.

If you are not happy with the PCP in your letter, you have 90 days to call the hotline and choose a different PCP. After 90 days, you must get Medicaid approval to change. Also, each October, you will be notified that you can call and change your CommunityCARE PCP without Medicaid approval, during open enrollment.